EMERGENCY MAINTENANCE

PROPERTY DIRECT
SINCE 1997

During office hours, Monday to Friday, 9am to 5pm, please call your Property Manager on 3899 3873.

Out of office hours you can call the providers below. You will need to provide your name, phone number, property address and nature of the emergency.

In the case of FIRE
CALL 000
For ROOF LEAKS
CALL SES - 132 500

PROVIDER LIST

PLUMBING ISSUES

No hot water: Have you checked the power is on at the hot water system/fuse box? If yes and both are on call ASAP.

No water: Is the mains, outside at the front of the property, turned on? Have you checked for outages in your area? A search on the local council website will usually advise of any outages.

Burst pipe: Turn water off at the mains and contact ASAP.

After Hours Only Plumbers

Shark Group: 1300 247 666
Goanna Plumbing: 0425 433 123

If neither of these plumbers are available, please contact a local plumber to attend and discuss invoice payment with Property Direct.

For all other non-emergency repairs, please log via the Property Me app.

ELECTRICAL ISSUES

No power: Is there an outage in the area? Have you checked the fuses are all turned on? Has the generator turned on? If not, refer to the generator instructions.

Power points/lights not working: Are they turned on at the tablet? Have you checked the fuse box?

After Hours Only Electrician

Shark Group: 1300 247 666
Enlighten Electrical: 0413 295 107

If this electrician is not available, please contact a local electrician to attend and discuss invoice payment with Property Direct.

TABLET ISSUES

My Place Tech Support: 1300 850 191

DOOR KEYPAD ISSUES

McGrath Locks:
mcgrathlocks@lsc.com.au